

**METHOD AND APPARATUS FOR SELECTING  
AN AGENT TO HANDLE A CALL**

**ABSTRACT OF THE DISCLOSURE**

A system, method, apparatus, means, and computer program code for selecting  
5 an agent to handle a call are provided. According to some embodiments, multiple  
agents may take or handle calls. Each agent's off process time may be measured or  
determined. When an incoming call arrives, the available agent having the highest off  
process time may be selected to handle to the call. In other embodiments, each of the  
agents may be assigned a priority. When an incoming call arrives, the available agent  
10 having the highest priority may be selected to handle the call. In both of the previous  
embodiments, conditions or rules may be established that allow an agent to be skipped  
even though the agent normally would be selected to handle a call.